

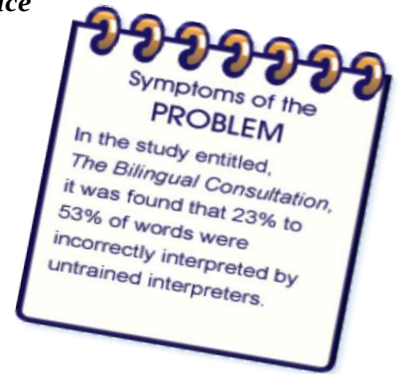


Do you use bilingual staff or volunteers to help refugees communicate with service providers?

Are you sure that those individuals have the right skills to help the refugee communicate effectively?

Do you know that research shows a decreased level of communication when working with untrained interpreters?

If you want to ensure that you are ensuring effective communication for the refugees that you work with when you use staff or volunteer interpreters, consider participating in the.....



Qualified Bilingual Staff Interpreter Training Program for Refugee Resettlement and Behavioral Health Services

The Qualified Bilingual Staff (QBS) training program was developed by Kaiser Permanente for the purpose of increasing our capability for providing linguistically appropriate services to DBHDS limited English proficient (LEP) patients. The program targets bilingual, dual role staff and trains them in proper interpreting skills during a mental health or behavioral health encounter.

THIS DBHDS TRAINING WILL BE OPEN TO INDIVIDUAL STAFF WHO WORK WITH REFUGEES IN RESETTLEMENT OR IN BEHAVIORAL HEALTH AND WHO NEED TO LEARN EFFECTIVE INTERPRETER STRATEGIES AND BUILD THEIR TERMINOLOGY AROUND MENTAL HEALTH.

This three day training is for BILINGUAL STAFF working as informal (ad-hoc) interpreters in your organization, this is NOT a training for professional interpreters.

Materials and lunch daily are included
Maximum 25 participants - register early

Made possible by a grant from



Qualified Bilingual Staff Training Model Frequently Asked Questions

WHAT IS THE QUALIFIED BILINGUAL STAFF (QBS) TRAINING?

The Qualified Bilingual Staff training is a component of a larger model that will help organizations enhance their ability to provide quality language services to their limited English proficient (LEP) consumers and clientele. The complete model provides internal assessments and trainings in an effort to increase the availability and use of bilingual staff already in your organization. The goal of the QBS model is to identify, qualify, educate/enhance, mobilize and monitor an internal workforce to improve health outcomes and eliminate health care disparities in your organization. This model was developed by Kaiser Permanente who have trained more than 1000 bilingual staff across the country.

The training is a twenty-four hour course recognized as a best practice by the Joint Commission, The Alliance of Community Health Plans, and the Robert Wood Johnson Foundation. The course includes a language proficiency assessment and thirteen training modules focused on topics such as quality and legal frameworks, diversity and cultural competence, effective communication strategies, modes of interpreting, standards of practice, ethical standards, managing the session, and more.

WHO SHOULD TAKE THE COURSE?

This is not a course for individuals who want to become full time or professional interpreters. It is for employees who already have another role in your organization but are pulled away from their regular duties to interpret when needed. There are several outstanding training programs for professional interpreters in Virginia. For a listing of VDH authorized providers, click [here](#).

This course is for bilingual employees who speak commonly found languages of the consumers in your area and who are expected to use their bilingual skills to interpret for other providers.

WHAT IS THE PURPOSE OF THIS TRAINING?

This training is not meant to replace other language services that your organization is required to provide such as contracted interpreters, staff interpreters or telephonic interpreters. It simply seeks to address the reality that our organizations do use bilingual staff as interpreters when needed and ensure that those bilingual employees have the skills they need to interpret effectively.

WHY SHOULD WE MAKE SURE THAT OUR BILINGUAL STAFF ARE TRAINED TO WORK AS INTERPRETERS?

We all know that if there are employees who speak more than one language in an organization, they will be asked to interpret from time to time. The problem with this reality is that no one really knows the level of language proficiency that the employee may have to communicate effectively with the consumer we are serving.

Research shows that using people who have not been assessed and trained to interpret impacts the outcomes of any health encounter. Employees who know how to successfully facilitate communication between a provider and a consumer can greatly enhance the relationship necessary to do our work. Employees who don't have these skills can actually create a destructive relationship for the provider and consumer.

The QBS training will ensure that employees who are used in an interpreting encounter have sufficient proficiency in both languages to communicate with the consumer and that they use effective practices to enhance communication for the provider and the consumer.

HOW SHOULD OUR ORGANIZATION SELECT PARTICIPANTS FOR THE TRAINING?

Organizations should review the most commonly encountered languages in their organizations and identify employees that speak those languages. They should consider training the employees that are already being used for interpreting services first.

ONCE OUR ORGANIZATION HAS SELECTED PARTICIPANTS, HOW DO WE PROCEED?

You have two choices regarding how to proceed. In order to get the certificate of completion for this training, you have to complete two steps. One of them is to successfully pass a language proficiency test in the target and source languages (both English and the interpreted language). The other step is to complete the twenty-four hour classroom training. Your organization can determine whether they would like to require that staff complete the proficiency test before or after the classroom course.

There are benefits to allowing a participant to attend the class before they take the exam. For example, if the student goes through the course and then does not pass the proficiency exam, they will have, at the very least, learned the standards of practice and explored the ethics in interpreting and that will be important if your organization continues to use the staff as interpreter.

Another benefit is that during the class, students will be learning additional vocabulary that they will use in health settings. The proficiency exam will cover medical terminology and it may be useful that staff are exposed to this terminology before they take the exam.

The bottom line is that no participant will get their certificate of completion and therefore be in compliance with departmental policy, unless they complete both steps.

WHAT ARE SOME OTHER FACTORS IN ESTABLISHING THE QBS MODEL?

Organizations will have to consider whether they will provide additional compensation to their staff that have successfully completed the QBS training. If the organization has a high need for QBS services, they may also want to establish a process for requesting the services of a QBS, how that the employee's duties will be covered during the time that they are interpreting, and how the organization will do quality evaluations. The Office of Cultural and Linguistic Competence is available to consult on these issues and more related to the implementation and continuing education of QBS.



**QBS Interpreter Training for Bilingual Staff working with Refugees
Application Form
FAIRFAX CSB BILINGUAL STAFF TRAINING**

Complete the following information to be considered for this training. Please write clearly so correct name and email can be recorded. *Confirmations will be sent via email.*

Name: Maria Barragan

Division/Department Infant and Toddler Connection Early Intervention Services

Title Intake/Reception Management

Do you work with Refugee populations? Yes – the CSB has a very diverse consumer base, with consumers seeking services for mental health and alcohol and/or drug disabilities, an intellectual disability, or early intervention services for children and families.

In what capacity? Be specific We serve children with disabilities and families regardless what they come for.

Mailing Address: 6672 Roderick Loop

City, State & Zip: Gainesville, VA 20155

Phone: 571 331-6654 Fax: 709 246-7307

Email Address: maria.barragan@fairfaxcounty.gov

Language(s) English and Spanish

Have you taken an interpreter training course in the past? no
If so, what course? _____

Do you have a clinical background? no

How many times a month do you serve as an interpreter for other staff? daily

Special Accommodations

☐ Please check if you would like a vegetarian option for lunch.

☐ Please check if you will need additional assistance.

Please clarify the need _____

E-Mail or fax completed application forms to:

Joan Rodgers at joan.rodgers@fairfaxcounty.gov or fax to 703-324-7092
